

C. PROCEDURES FOR NEMT CHECK REPLACEMENT **OBSOLETE AFTER OCTOBER 1, 2014**

The information contained in Items 1 – 6 below describes the circumstances under which an NEMT check is replaced and the procedures for replacement. If the client cashes the check and the money is stolen, lost or destroyed, the money must not be replaced.

The NEMT check is replaced when one of the following conditions are met. The Worker reissues the NEMT check.

1. When The NEMT Check Is Replaced

The NEMT check is replaced when one of the following conditions is met:

- The check is not received by the client and has not been returned to the Department
- The check is received by the client, but is stolen, lost or accidentally destroyed before being cashed.

2. When The NEMT Check Is Not Replaced

When a replacement check is issued and the client subsequently finds or cashes the original check, he must reimburse the amount of the replacement check. Until the amount is repaid in full, the client is ineligible for any future replacement.

3. NEMT Check Remailing Procedures

The following steps are followed for re-mailing a NEMT check.

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- Determine that the check was issued by inquiring benefit issuance history in RAPIDS on IQPS. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.
- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to the **Finance Office, Client Accounts Unit**.
- If returned, determine the address to which the check should be mailed and request it be released by entering the appropriate information on BIRM in RAPIDS. The Worker must enter "R" for Release.

#### 4. NEMT Check Replacement Procedures

The following steps are used for NEMT check replacement. NEMT checks are issued by the Worker.

- If the NEMT check is not received within ten (10) work days, excluding Sundays and holidays, after the expected check receipt date, the Worker must prepare an original and 4 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information on the check.
- The client signs the DF-36 in the presence of the Worker. The information must match the original information on the check. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- If the client is unable to come to the office to sign replacement forms, they are mailed to him. The DF-36 must be notarized and returned to the Worker.
- The client must read or have read to him the DF-36, and told that he must return the original check if later received or found. This same requirement must be explained to clients who complete the DF-36 by mail.
- The Worker sends the original and two copies of the DF-36 to Accounts Receivable, Office of Accounting. A copy of the memorandum and DF-36 is filed in the case record.
- The Worker must request stop payment of the check through RAPIDS stop payment function BISS. Refer to the RAPIDS User Guide.

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## 5. If the Original NEMT Check Is Located

If the client later receives or finds the original check, he must return it to the local office and endorse it to the Department. The Financial Clerk or designee accepts the check and issues a receipt.

## 6. Time Limits On Replacements

There is no specific time frame in which a client must request a replacement. There is no limit on the number of times a client may have a check replaced.

## 7. Alternate Issuance

When the client repeatedly loses a NEMT check or reports non-receipt of a check, the Worker should consider the following options.

- If the client appears mentally incapable, consider a referral to the Division of Children and Adult Services for appointment of a committee or protective payment.
- Suggest the client rent a post office box.

**NEMT REPLACEMENT DESK GUIDE OBSOLETE AFTER OCTOBER 1, 2014**

REPLACING NEMT CHECK	IS BENEFIT REPLACED	TIME LIMITS	DF-36	REPLACEMENT LIMITS	RAPIDS AUXILIARY REASON CODES
Check never received	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check received, then stolen, lost or destroyed before being cashed.	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check cashed, then cash stolen, lost or accidentally destroyed	NO	NO	N/A	N/A	N/A

\* If client's check is replaced and it is later determined that he signed or cashed the original check, he is ineligible for any further replacements until he has repaid the amount.